MARICOPA COUNTY POLLING PLACE WAIT-TIME REDUCTION PLAN

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Purpose of the Polling Place Wait-Time Reduction Plan

The purpose of Maricopa County Recorder's Polling Place Wait-Time Reduction Plan is to ensure that voters do not have to wait in lines at the polling place on Election Day for more than 30 minutes. There are a variety of reasons as to why there may be excessive wait-times for voters Election Day. This Plan will outline what the County, poll workers and trouble shooters are to do if wait-times exceed 30 minutes.

Projecting Voter Turnout

The first step in planning the reduction of wait times at the polling place on Election Day is to use statistical information from previous elections. The County will use the following statistical information:

- the number of active registered voters,
- the number of active registered voters who are on the permanent early voting list,
- the percentage of turnout from previous elections (Primary to Primary; General to General, etc.), and
- the number of provisional ballots from previous elections (Primary to Primary; General to General, etc.).

In addition, the County will look at lessons learned from previous elections.

Using both the statistical information and lessons learned the County can determine the expected turnout for the current election. Based on the determination, the County will plan the number of poll workers, ePollbooks and voting equipment needed to reduce wait-times.

Staffing

The County will hire and train poll workers and trouble shooters.

Poll Workers

Each polling place will have a minimum of 6 poll workers – an inspector, 2 judges, 2 clerks and a marshal – which the Poll Worker Recruitment staff will pull from the pool of poll workers available to work on Election Day. In addition, the Bilingual Coordinator will assist in the determination of the number of bilingual poll workers that will be required for each polling place.

In the training manual excerpt below, the poll worker's responsibilities include, but are not limited to:

BOARD WORKER DUTIES

The primary duty of every board worker is to assist voters, so that they may vote properly thereby ensuring a secure election. This is your mission, your call, your priority. With the exception of the duties of the Inspector, the duties that each board worker might be assigned are subject to change and this duty list is just a guideline. Ultimately, it is the responsibility of ALL board workers to work as a team to assist all voters in a manner using good customer service and to complete all Election Day procedures accurately and completely.

Inspector	Judge	Clerk	Marshal	Duty/Responsibility
X	X	X	X	Provide Good Customer Service and Assist Voters.
X				Team Leader in the Polling Place.
X				Assign board workers various tasks.
X				Arranges the Monday set up meeting & informs other board workers and recruiter.
X				Verifies all items on check lists are complete.
X	X	X	X	Ensures Insight and Edge voting units are set up, monitored and available to voters.
	X	X		Assist voters at the ePollbook and ensures they are never left unattended Election Day.
	X	X		Demonstrate how to mark and issue ballots.
	X	X		Oversee the Provisional Ballot procedure.
			X	Preserves order in the polling place and within the 75-foot zone.
			X	Monitors any lines and directs Early Ballot voters to bypass line and insert their ballot in the blue box.
			X	Announces the opening and closing of the polls.
			X	Ensures voters in line at 7:00pm are allowed to vote.
	X	X	X	Any other duties assigned by the Inspector.
	X	X	X	Deliver the memory packs to the receiving site.
X	X		X	Deliver the ballots to the receiving site.

Inspector

The inspector is the lead poll worker and will discuss and assign the duties of each position to the other poll workers and explain the voting procedures to be followed on Election Day. In the event of high turnout, the inspector may be asked to hire additional poll workers out of line. The additional poll workers must be confirmed by the poll worker hotline or the Recruitment Division before being hired.

The inspector will assist voters at the voting mach ines. The inspector may ask other poll workers to assist a person voting on the accessible voting device if the voter requests assistance. The inspector will be responsible for overseeing the provisional ballot procedure. They will be responsible for directing voters to place a provisional ballot or early ballot in the appropriate box.

Clerks and Judges

The clerks are responsible for the ePollbooks. When a voter approaches, the clerk will ask for the voter's proof of identification. In most cases this will be the voter's driver license or state issued

identification card. These will be scanned using the barcode scanner on the ePollbook. In the event the voter does not have either of those two forms of identification, the clerk will look the voter up by name and/or date of birth in the search screen or by address.

If the voter is found and is in the right polling place the judge will issue the voter the appropriate ballot. The voter will be directed to the voting booths or accessible voting device to mark the ballot.

If the voter is found and is not in the right polling place, the clerk will tell the voter where the correct polling place is. The clerk will also print off the correct polling place from the ePollbook. The printout will contain the facility name and address of the polling place.

If a voter is not found, the clerk will ask the judge to issue a provisional ballot. The judge will complete the provisional ballot affidavit and ask the voter to sign the affidavit. The judge will then instruct the voter to complete their ballot at the voting booth, place the ballot into the envelope and go see the inspector who will then assist the voter in placing it in the provisional ballot box.

Marshal

The marshal will announce the opening of the polls. The marshal will make sure there is no electioneering within the 75-foot limit throughout the day. The marshal will also be responsible for notifying the poll worker hotline if he determines the wait time exceeds 30 minutes. The County will coordinate with the inspector and trouble shooter assigned to the polling place to determine what remedies to take. If it is determined there is a wait time of 45 minutes or more, the Recruitment Division will send additional poll workers to the polling place.

The marshal will walk along the line and ask if anyone in line has his or her early ballot. They will direct voters with early ballots to the early voting ballot box inside the polling place. The marshal will also direct a voter asking for assistance because of a disability to the front of the line.

Trouble Shooters

The trouble shooter is an individual who will be assigned to 5 to 8 polling places. They are responsible for contacting the inspectors of their assigned polling places to set up a meeting with them over the weekend before the election. They will go over the contents of an inspector packet with the inspector and confirm the pre-Election Day setup time of the polling place. The trouble shooter will attend the setup meeting to make sure the polling place is ready to open on Election Day.

Election Day responsibilities begin at 5:00 a.m. The trouble shooter will drive from polling place to polling place going to each assigned polling place to ensure the polling places are open by 6:00 a.m. They will also check on the poll workers throughout the day to ensure the polling places have enough supplies, the equipment is functioning and to resolve other issues that may occur at the polling place. They are the Election Department's eyes and ears at the polling places and will be in constant contact with the County. Additionally, after the polls close the trouble shooter will report to an assigned Memory Pack Site. If a precinct does not report to the Memory Pack Site, the trouble shooter may be dispatched to the polling place for that precinct to offer assistance.

Each trouble shooter has a large supply bag for each of their assigned polling places that is filled with extra supplies. In addition, each has a spare ePollbook with the voter database already loaded on it; 2

printer cartridges for the Edge Touch Screen (accessible voting device); an Insight Optical Scanner (for paper ballots); a MiFi Hotspot; and a spare data card with the voter file loaded on it. This is in the event that there is an equipment malfunction.

Trouble shooters are required to be a certified election official or have served as an inspector. They may not be a candidate on the ballot. They are also required to attend a poll worker training class and a 2-hour class covering the ePollbooks and Edge Touch Screens.

The 2016 General Election will have 120 Trouble shooters. If a trouble shooter worked in the Primary Election, they will be assigned to the same area for the General Election. They will already be familiar with the area/route and will know most of the poll workers from the Primary.

Understaffed Polling Locations

The marshal of each polling place, along with the trouble shooters are instructed to call the appropriate hotline when staffing is an issue at a polling place. The hotline will contact the Recruitment Division of the County to send additional poll workers. The Recruitment Division will contact individuals who have been poll workers in the past and ask for their assistance at a polling place. In the meantime, the trouble shooter will assist the marshal by going down the line to find out if any of the voters have their early ballot. They will direct the voters with early ballots to the early ballot box located inside the polling place. They will direct a voter asking for assistance because of a disability to the front of the line. In addition, the trouble shooter may use their spare ePollbook to setup another line to process voters. If additional ePollbooks are necessary there will be spares located at MCTEC (510 S 3rd Avenue, Phoenix) and the County's Mesa office (222 E Javelina, Mesa).

An inspector, upon approval, may also hire from the line of voters if necessary.

Poll Worker Training

Maricopa County will conduct several poll worker trainings to accommodate the number of poll workers hired. All poll workers and trouble shooters will be provided with an election specific poll worker training manual.

The training manual covers a multitude of election and election equipment procedures. There are very specific instructions on the voting procedure from when a voter comes in to the polling place until the voter casts their ballot. The manual for the 2016 General Election is posted on the County's website at: http://recorder.maricopa.gov/elections/electionboardworker.aspx#

Also available is Maricopa County's online training modules. There are three different online trainings:
1. Premium Poll Worker Training
2. Inspector Training
3. Judge, Clerk and Marshal Training

Hotline Personnel

There are 3 hotlines - a trouble shooter hotline, a poll worker hotline and a hotline for the voters.

The trouble shooter and poll worker hotlines will open immediately after the Saturday trouble shooter class is over. The hotline will be open until 4:00 p.m. on Saturday and from 9:00 a.m. to 4:00 p.m. on Sunday. Maricopa County will have dispatchers available for the trouble shooters also. The dispatchers

will keep their radios on during those hours and continue answering any radio calls after the hotline has closed.   The dispatchers will also be able to reach the trouble shooters all at once in the event the information needs to be shared with all trouble shooters.

The hotlines will re-open on Monday (the day before the election) at noon and stay open until all polling places have setup.   The hotlines open on Election Day at 5:15 a.m. and stay open until all precincts have reported to their assigned Memory Pack Site.

Poll Worker

The poll worker hotline will be staffed with 7 people. Two of them will be bilingual in the Spanish language. Each hotline worker undergoes a 2 hour training class on the ePollbook and Edge and also attends the trouble shooter training class. A representative from the ePollbook vendor and the Insight/Edge vendor will be present in the hotline rooms.

Trouble Shooter

The trouble shooter hotline will be staffed with 4 people. They will be required to attend a training specific to trouble shooters. A representative from the ePollbook vendor and the Insight/Edge vendor will be present in the hotline room at all times.

Each trouble shooter will be equipped with an AT&T "push to talk phone" for communication with a dispatcher. Maricopa County is divided into two areas—the west part of the county and the east part of the county. Each part of the county will have its own dispatcher.   The dispatcher will have a helper who will enter all radio calls into the Election Reporting System. In addition to their radio, each trouble shooter will have a cell phone, if needed.

Voter

The voter hotline is referred to as the STAR Call Center. The STAR Center is staffed with agents trained to assist the public throughout the entire election process. There are 18 employees trained to answer election calls either on a part-time or full-time basis as required by the call volume. Eight of the 18 employees are bilingual. Maricopa County will also bring in three County temporary agents to assist with the volume as needed.   One of the three additional County temporary agents will be bilingual.

The election volume requires the County supplement the core staff with outside contract help. The contract vendor (ACRO) has already been notified of the staffing needs leading up to the November 8 General Election.   Dedicated election contract agents are already on-line to assist callers. We will bring in additional staff as call volume increases to meet the demand. Eight additional contract staff arrived September 30, 2016 for training in preparation for the voter registration deadline. Further staff is anticipated to start October 10, 2016 for the increased calls in regard to the voter registration deadline and early ballots.   Any bilingual contractor staff member will also be able to assist with Spanish callers.

The STAR Center not only manages the agents available to assist the public, but also manages the bilingual automated voice system to assist callers 24x7 when agents are not available. On General Election Day, the voter hotline will be open from 5:30 a.m. until 7:00 p.m.

Automated System

The automated system will be updated to provide the most recent information needed by the public. There are always both English and Spanish recordings available for information on the election. Currently, callers to 602 506-1511 hear the following message:

SPANISH

La Elección General es el 8 de Noviembre. Si Ud. no está registrado para votar, tendrá que estar registrado antes del 10 de Octubre. La boletas tempranas ordenadas se enviaran por correo postal el día 12 de Octubre. Por favor de permitir unos días para recibir. Sitios de votación temprana estarán abiertos el día 12 de Octubre alrededor del valle. Si estará votando en persona, tendrá que votar en su sitio de votación designado. Para localizar su sitio designado, o para ordenar su boleta temprana, puede ir al internet: www.Maricopa.vote. Manténgase en la línea para más información, o para hablar con un representante, Oprima el "0".

ENGLISH

The General Election is Nov 8.   If you are not currently registered in Maricopa County, you must be registered by Oct 10.   The Mail order ballots that are currently on order will be delivered to the Post office on Oct 12. Please allow a few days for delivery.   Early voting sites around the valley will also be opened on Oct 12.   If you plan on voting in person, you must vote in your assigned polling location. To find your assigned polling location, or to order a Mail Order Ballot, go to www.Maricopa.vote.   Stay on the line for additional information, or to speak to an agent, press 0.

Staff Training

All current staff will receive training updates on a regular basis.   Additional contract staff will be trained on election specifics as well as customer service prior to being on the phones.   All contract staff will have a STAR Supervisor readily available for questions while taking calls.

Phone Calls

All STAR agents will understand that all urgent calls are routed to the Supervisor or Director ASAP. Information such as a closed polling location is entered into the Elections Reporting system, then followed up with a call directly to the Elections Hotline so a trouble shooter can be dispatched. Complaints / comments on Election Day will be captured in the Elections Reporting system which automatically feeds the information to Elections management after they are entered.

Capacity

In addition to the full time staff workstations, there are an additional 55 workstations that are currently agent ready and available to be staffed, and an additional 15 workstations that will be brought on line for the General Election, or sooner if needed.

Ballot Shortages

Each polling place is equipped with an accessible voting device, also known as a touch screen. The touch screen contains the ballot styles that are available for the individual precinct for a particular election. If a shortage of paper ballots occurs, a voter may use the touch screen to vote.

Equipment Malfunctions

In addition to sending out spare equipment with the trouble shooters, there will be optical scan machines, accessible voting devices and spare ePollbooks at the County's Mesa office. Also, the Warehouse Division will dispatch drivers to the polling places with replacement equipment if there are any malfunctions.